



Introduction

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Why Migrate to Packaged CCE

Packaged CCE has been a simplified version of Unified CCE since its journey started. This section details how various aspects such as navigation, device configuration, and web-based administration have been simplified in Packaged CCE 12.0 when compared to Unified CCE 12.0.

Aspect	Unified CCE	Packaged CCE
Navigation	Administration in Unified CCE 12.0 has the following disadvantages: <ul style="list-style-type: none"> • Multiple administration tools complicate the configuration workflow. • Administrators must remember the passwords of the various user-interfaces. • Administrators must adapt to the user-experience of each user-interface. 	Unified CCE Administration in Packaged CCE 12.0 has the following advantages: <ul style="list-style-type: none"> • Consolidates administrative tasks such as call settings, multi-channel administration with Cisco Enterprise Chat and Email (ECE), team management, desktop configuration, and outbound campaigns in a single window. • Administrators log in once to complete all the administrative tasks. • A much cleaner and simple home page with the list of menus.
Inventory Management	Device monitoring is not supported.	Populating and monitoring the status of CCE components is a lot easier and flexible in the revamped Inventory page.
Role Based Access Control	Not supported	Assign permissions to custom or user-defined roles to access features or sub-set of features. Create admin roles with access to all the features or just one feature.

Aspect	Unified CCE	Packaged CCE
Simplified Device Configuration	Cisco Customer Voice Portal (CVP), Cisco Virtualized Voice Browser (VVB), Cisco Finesse, and Enterprise Chat and Email (ECE) are configured in their own web-based user interfaces. All instances of a device are configured individually.	Centralised component configurations for components such as CVP and Finesse. Configurations in one instance of a device are automatically propagated to the rest of the instances.
Device Sync	Wait for completion of scheduled sync between tools so that the configurations in one tool reflect in another. For example, administrator creates a Supervisor for Cisco Unified Intelligence Center in Unified CCE and then waits for a schedule sync to view the Supervisor details in the Cisco Unified Intelligence Center .	Synch to Cisco Unified Intelligence Center via push mechanism in real time.
Sites and Peripheral Sets	Not supported	Peripheral sets are a logical collection of CCE components in Packaged CCE 4000 agent and 12000 agent deployments. The main site can have none or more peripheral sets while a remote site must have at least one peripheral set associated with it.
REST APIs	Limited support to Rest APIs	Supports additional REST APIs for agent and team management.
Departments	Supported and managed via Cisco Unified Contact Center Management Portal (CCMP)	Supports departmental separation extensively. Managed via Unified CCE Administration
Automation	Not supported	Adds automation at several stages, reducing replication of data across components and mitigating human error. For example, reason codes created in Unified CCE Administration are auto-updated in Finesse.

Sample Workflow Comparisons between Unified CCE and Packaged CCE

Examples of workflows that are simplified in Packaged CCE 12.0:

Unified CCE	Packaged CCE 12.0
Configure CVP and CVP Reporting Servers	

Unified CCE	Packaged CCE 12.0
Unified CCE uses CVP's Operation Console for CVP configurations. <ol style="list-style-type: none"> 1. Configure CVP. 2. Associate the CVP with the CVP Reporting server. 3. Repeat step 1 and 2 for all the CVP servers. 	Packaged CCE supports CVP configurations in Unified CCE Administration. <ol style="list-style-type: none"> 1. Configure one CVP Server. 2. Associate the CVP server with the CVP Reporting server. Configurations are automatically propagated to all the CVP servers in that site.
Create an agent record and associate the agent record to an email address	
<ol style="list-style-type: none"> 1. Create an agent record in Unified CCE Administration. 2. Map the agent record to an email address and screen name in ECE's Administration Console. 	<ol style="list-style-type: none"> 1. Map an agent record to the ECE screen name and email address while creating the agent record in Unified CCE Administration.

Prerequisites and Important Considerations

- The supported migration paths to Packaged CCE 12.0(1) are as follows:
 - Unified CCE 2000 agent deployment to Packaged CCE 2000 agent deployment
 - Unified CCE 4000 agent deployment to Packaged CCE 4000 agent deployment
 - Unified CCE 12000 agent deployment to Packaged CCE 12000 agent deployment
- If your solution exceeds the configuration limits of a particular Reference Design, upgrade to a Unified CCE Reference Design with higher limits and then migrate to Packaged CCE. For example, if your 2000 agent deployment requires 350 active reporting users, upgrade to Unified CCE 4000 agent deployment and then migrate to Packaged CCE 4000 agent deployment.
- Contact center solutions that include something not covered by the Contact Center Enterprise Reference Designs are called *Non-Reference Designs*. Packaged CCE does not support *Non-Reference Design*. However, 4000 agent and 12000 agent deployments in Packaged CCE 12.0 and later support Avaya PG and ICM to ICM Gateway which are Non-Reference Design features. However, administration of the Avaya PGs still needs to be performed via the Configuration Manager tools. For example, Avaya PG resources like Services, Skill Group, and Agents are managed using Configuration Manager tools. Also, due to the lack of support of Finesse with Avaya PG, CTI OS remains the out of the box desktop solution for the Avaya ACD integration.
- All the components in the Packaged CCE reference layout must be installed when you migrate to Packaged CCE. For details on the Packaged CCE reference layouts, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>
- In Packaged CCE deployment, all CVP servers in a site are required to have the same configuration. Configuration of one CVP server is automatically propagated to the remaining CVP servers in a site.

- The Unified CVP Reporting VM is required for customers who use Courtesy Callback and who want to run Unified CVP call and application reports.

Comparisons Between Unified CCE and Packaged CCE

The section lists the differences between Unified CCE and Packaged CCE in terms of:

- [Differences in Supported PGs, on page 4](#)
- [Differences in Supported Features, on page 5](#)
- [Differences in CCE Script Editor , on page 6](#)

Carefully assess the comparisons before migrating to Packaged CCE.

Differences in Supported PGs

The table lists the differences in the PG types supported by the Packaged CCE deployment types.

Peripheral Gateway Type	Unified ICM/CCE	Packaged CCE 2000 Agent Deployment	Packaged CCE 4000 Agent and 12000 Agent Deployment
Avaya PG (Both ASAI-CVLAN and TSAPI interface)	✓	X	✓
CUCM PG (also referred to as Agent PG in PCCE)	✓	✓	✓
Media Routing PG	✓	✓	✓
Unified CCE System PG	✓	X	X
VRU PG	✓	✓	✓
Aspect PG	✓	X	X
Avaya Aura Contact Center (AACC - formerly Symposium) PG Note Depreciated since 12.0(1).	✓	X	X
Generic PG Note Depreciated since 11.5(1) and replaced with Agent PG and VRU PG	✓	X	X
UCC Enterprise Gateway PG (Parent PG in Parent-Child deployments)	✓	X	X

Differences in Supported Features

This table helps you identify which Packaged CCE deployment types support which CCE features. Note that Packaged CCE deployments might not support some features.


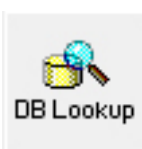


Feature	Unified ICM/CCE	Packaged CCE 2000 Agent Deployment	Packaged CCE 4000 Agent and 12000 Agent Deployment
Agent Greeting	✓	✓	✓
Agent Request / Voice Callback API	✓	✓	✓
Application Gateway Lookup	✓	✓	✓
Business Hours	✓	✓	✓
CCMP integration	✓	X	X
Database Lookup	✓	X	✓
Enterprise Skill Groups for CCE skills spanning multiple peripherals / sites	✓	X	X
Enterprise Skill Groups for Avaya PG skill groups spanning multiple peripherals / sites	✓	X	✓
Extension Mobility	✓	✓	✓
ICM-to-ICM Gateway Lookup	✓	X	✓
Mobile Agent	✓	✓	✓
Query rules in Outbound Campaigns	✓	✓	✓ ¹
Note Query rules are accessed and managed in all Packaged CCE deployments in the Configuration Manager.			
Precision Queue	✓	✓	✓
Multi-site User Login (supervisors and agents alternating across multiple peripherals)	✓	X	X
Scheduled Targets allowing time of day-based routing	✓	X	X
Single Sign-On	✓	✓	✓
Task Routing	✓	✓	✓
Translation routing to VRUs to transfer call context	✓	X	✓







Feature	Unified ICM/CCE	Packaged CCE 2000 Agent Deployment	Packaged CCE 4000 Agent and 12000 Agent Deployment
Third-party VRU Note If you use third-party VRUs in Unified CCE, switch to CVPs before you migrate to Packaged CCE.	✓	X	X
Whisper Announcement	✓	✓	✓

¹ Available only after installing ES47.

Differences in CCE Script Editor

Almost all Script Editor nodes are supported by Packaged CCE 4000 and 12000 agent deployments.

Feature	Icon	Unified ICM/CCE	Packaged CCE 2000 Agent Deployment	Packaged CCE 4000 Agent and 12000 Agent Deployment
Scheduled Target	 Scheduled Select	✓	X	X
DB Lookup	 DB Lookup	✓	X	✓
Busy Label	 Busy	✓	X	✓
Divert Label	 Divert Label	✓	X	✓

Feature	Icon	Unified ICM/CCE	Packaged CCE 2000 Agent Deployment	Packaged CCE 4000 Agent and 12000 Agent Deployment
Enterprise Service Note Enterprise Service is only supported in Packaged CCE 4000 and 12000 agents for Avaya PG based skill groups.		✓	X	✓
Enterprise Skill Group Note Enterprise Skill Group is only supported in Packaged CCE 4000 and 12000 agents for Avaya PG based skill groups.		✓	X	✓
ICM-to-ICM Gateway lookup		✓	X	✓
Translation Route to VRU		✓	X	✓
Service		✓	X	✓
Announcement		✓	X	✓

Packaged CCE 4000 and 12000 Agent Supported Tools

You can perform some of the configurations for Packaged CCE 4000 and 12000 Agent deployments using the Configuration Manager tool. For information on how to use the tools, see the online help provided in each tool.

Following is the list of tools that are supported in the Configuration Manager.



Note To enable the following configuration tools, navigate to **Unified CCE Administration > User setup > Roles** page and then select the required permissions.

Tools	List
Explorer Tools	<ul style="list-style-type: none"> • Agent Explorer • Announcement Explorer • Database Lookup Explorer • ICM Instance Explorer • Network VRU Explorer • Network Trunk Group Explorer • NIC Explorer • PG Explorer • Region Explorer • Service Explorer • Skill Group Explorer • Translation Route Explorer
List Tools	<ul style="list-style-type: none"> • Agent Desk Settings List • Agent Targeting Rule • Application Gateway List • Agent Instance List • Application Path List • Dialed Number/Script Selector List • Enterprise Service List • Enterprise Skill Group List • Expanded Call Variable Payload List • Label List • Media Class List • Media Routing Domain List • Person List • User Variable List

Tools	List
Bulk Tools	<p data-bbox="963 294 1161 321">Bulk Insert Tools</p> <ul data-bbox="998 342 1380 882" style="list-style-type: none"> <li data-bbox="998 342 1209 369">• Agent Bulk Insert <li data-bbox="998 390 1307 417">• Dialed Number Bulk Insert <li data-bbox="998 438 1201 466">• Label Bulk Insert <li data-bbox="998 487 1380 514">• Network Trunk Group Bulk Insert <li data-bbox="998 535 1250 562">• Peripheral Bulk Insert <li data-bbox="998 583 1209 611">• Person Bulk Insert <li data-bbox="998 632 1201 659">• Route Bulk Insert <li data-bbox="998 680 1201 707">• Trunk Bulk Insert <li data-bbox="998 728 1274 756">• Trunk Group Bulk Insert <li data-bbox="998 777 1218 804">• Service Bulk Insert <li data-bbox="998 825 1258 852">• Skill Group Bulk Insert <p data-bbox="963 919 1136 947">Bulk Edit Tools</p> <ul data-bbox="998 968 1364 1507" style="list-style-type: none"> <li data-bbox="998 968 1193 995">• Agent Bulk Edit <li data-bbox="998 1016 1291 1043">• Dialed Number Bulk Edit <li data-bbox="998 1064 1185 1092">• Label Bulk Edit <li data-bbox="998 1113 1364 1140">• Network Trunk Group Bulk Edit <li data-bbox="998 1161 1234 1188">• Peripheral Bulk Edit <li data-bbox="998 1209 1193 1236">• Person Bulk Edit <li data-bbox="998 1257 1185 1285">• Route Bulk Edit <li data-bbox="998 1306 1185 1333">• Trunk Bulk Edit <li data-bbox="998 1354 1258 1381">• Trunk Group Bulk Edit <li data-bbox="998 1402 1201 1430">• Service Bulk Edit <li data-bbox="998 1451 1242 1478">• Skill Group Bulk Edit

Reenable Association for Existing Custom Roles

If you are upgrading to PCCE 12.0(1) ES26 PCCE 12.5(1), you must reenable the association for the existing custom roles post upgrade. This table explains how to reenable the association in each tool.

Table 1: Reenable Association for Existing Custom Roles

Configuration Manager Tool	To reenable the association
Agent Explorer	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Agent. 2. Unselect the Manage Agent checkbox and then click Save. 3. Select the Manage Agent checkbox and then click Save.
Person List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Agent. 2. Unselect the Manage Agent Attributes checkbox and then click Save. 3. Select the Manage Agent Attributes checkbox and then click Save.
Dialed Number/Script Selector List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Call Settings. 2. Unselect the Dialed Number checkbox and then click Save. 3. Select the Dialed Number checkbox and then click Save.
Skill Group Explorer	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Organization. 2. Unselect the Skill Groups checkbox and then click Save. 3. Select the Skill Groups checkbox and then click Save.
Application Gateway List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Infrastructure. 2. Unselect the Application Gateway checkbox and then click Save. 3. Select the Application Gateway checkbox and then click Save.

Configuration Manager Tool	To reenale the association
Expanded Call Variables Payload List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Call Settings. 2. Unselect the Expanded Call Variables checkbox and then click Save. 3. Select the Expanded Call Variables checkbox and then click Save.
Agent Desk Settings Tool	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Desktop Settings. 2. Unselect the Desk Settings checkbox and then click Save. 3. Select the Desk Settings checkbox and then click Save.
Bulk Configuration Tools	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles. 2. Unselect the Bulk Import checkbox and then click Save. 3. Select the Bulk Import checkbox and then click Save.

For information on restrictions that apply to Configuration Manager tools while configuring Avaya or ICM-to-ICM Gateway, see the *Cisco Packaged Contact Center Enterprise Features Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

Packaged CCE 2000 Supported Tools

You can perform some of the configurations for Packaged CCE 2000 Agents deployment using the Configuration Manager tool.

Following is the list of tools that are supported in the Configuration Manager.

Tools	List
Explorer Tools	• Region Explorer

Tools	List
List Tools	<ul style="list-style-type: none">• Agent Targeting Rule• Applications Instance List• Application Path List• Media Class List• Media Routing Domain List• User Variable List
Miscellaneous Tools	<ul style="list-style-type: none">• Deleted Objects• Region Editor
Outbound Option	<ul style="list-style-type: none">• Campaign• Dialer• Import Rule• Query Rule• System Option

For more information on the tools, see the *Configuration Guide for Cisco Unified ICM/Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.